

BUREAU OF AUTOMOTIVE REPAIR

SPECIFIC LANGUAGE OF PROPOSED REGULATIONS

INVOICE REQUIREMENTS

ITEMIZATION OF PRICES FOR PARTS AND SERVICE

Legend: Deleted text is indicated by ~~striketthrough~~.
Added text is indicated by underlining.

Section 3356 of Article 7 of Chapter 1 of Division 33 of Title 16 of the California Code of Regulations is amended to read as follows:

§3356. Invoice Requirements.

~~(a) The invoice shall show the dealer's registration number and the corresponding business name and address. If the dealer's telephone number is shown, it shall comply with the requirements of Subsection 3371(b) of this chapter. In addition, the invoice shall describe all service work done, including all warranty work, and shall separately identify each part in such a manner that the customer can understand what was purchased, also stating whether the part was new, used, reconditioned, rebuilt, or an OEM crash part, or a non-OEM aftermarket crash part. The dealer shall give the customer a legible copy of the invoice and shall retain a legible copy as part of the dealer's records.~~

~~(b) Separate billing on the invoice for items generically noted as shop supplies, miscellaneous parts, or the like, is prohibited. As provided for in Section 9884.8 of the Business and Professions Code, the invoice shall describe all service work done and all parts supplied. If the customer is to be charged for a part, such part shall be specifically listed as an item on the invoice. If any such item is not so listed, then the item is not regarded as a part, and a separate charge may not be made for it.~~

(a) All invoices for service work performed, and parts supplied, as provided for in Section 9884.8 of the Business and Professions Code, shall comply with the following:

(1) The invoice shall show the automotive repair dealer's registration number and the corresponding business name and address as shown in the Bureau's records. If the automotive repair dealer's telephone number is shown, it shall comply with the requirements of subsection (b) of Section 3371 of this chapter.

(2) The invoice shall separately describe all service work performed, including all diagnostic and warranty work, and shall identify the price for each itemized service.

(3) The invoice shall separately describe each part supplied in such a manner that the customer can understand what was purchased and shall identify the price for each itemized part. The description of each part shall include the brand name, or other comparable designation, and shall state whether the part was new, used, reconditioned, rebuilt, or an OEM crash part, or a non-OEM aftermarket crash part.

(4) The invoice shall separately identify the subtotal price for service work performed, the subtotal price for all parts supplied, not including sales tax, and the applicable sales tax, if any.

(b) If a customer is to be charged for a part, that part shall be specifically listed on the invoice, as provided in paragraph (3) of subsection (a) above. If that part is not listed in compliance with paragraph (3), it shall not be regarded as a part, and a separate charge may not be made for it.

(c) Separate billing on an invoice for items generically noted as shop supplies, miscellaneous parts, or the like, is prohibited.

(d) The automotive repair dealer shall give the customer a legible copy of the invoice and shall retain a legible copy as part of the automotive repair dealer's records pursuant to Section 9884.11 of the Business and Professions Code and Section 3358 of this article.

NOTE: Authority cited: Sections 137 and 9882, Business and Professions Code. Reference: Sections 9884.8, 9889.50 and 9889.52, Business and Professions Code; and Sections 12000 and 12001, Vehicle Code.